Message: RE: New A2A System

RE: New A2A System

From	Julie Ball	**Date**	Tuesday, January 17, 2017 1:11 PM
To	Kraft, Emily		
Cc			
Journal Recipients	Emily.Kraft@oa.mo.gov		

Can you please tell me my PIN?

From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
Sent: Thursday, December 15, 2016 2:32 PM
To: 'Carrie Hoelscher'; Kristen M. Setterlund, MSW, LCSW; 'Megan Lengerman'; Schott, Kyle; 'Abigail Chisom'; 'Laura Griggs'; Robert(at)mothersrefuge.org; Julie Ball
Subject: New A2A System

Hello all:

I have gotten the green light from ITSD to let all existing contractors into the new A2A system.

In the next few days, you will be receiving an email with account set-up directions. They are fairly straight forward, but if you have any questions or run into any trouble, please feel free to call me. Part of the account set-up directions require a PIN that will be mailed to you. If you lose this PIN or don't feel like waiting for the snail mail, you can call me, because I also have access to this PIN. However, I will be out of the office between December 19-26, so please keep that in mind.

The new system is different in a few ways. I've put together a few notes on some of the important changes with helpful suggestions, but this is not a complete list:

- You are now able to create new users without my assistance. Therefore you will need to create accounts for your employees and any subcontractors. Subcontractors will be able to set up accounts for their employees (or you can do that for them as well if you would prefer). I would advise you to start setting them up as soon as possible so they are ready to go if you are awarded a new contract. I have attached instructions on how to create new users.
    - o If you have subcontractors, you do not need to create both a subcontractor level account and an employee level account for your subcontractor point of contact. They only need one account at the subcontractor level.
    - o Similarly, as a contractor point of contact, you do not need to create an employee level account as well.
- None of the client data from the old system will be migrated into the new system. Therefore, for any client who is an **active client on the day the new contract goes live**, you will need to re-enter client intake assessments, birthing outcomes, and EPDS forms. You do NOT need to enter any information for clients who are discharged prior to the contract start date. You also

do not need to enter any monthly forms for active clients for services provided prior to the contract start date.

- It may be helpful to start by entering new client enrollments into both systems now, and work your way back so that the very last people you re-enter data for are the ones who are closest to their discharge date. That way, if they end up discharging before the new contract goes live, you haven't wasted any time re-entering their data.

- Due to new TANF eligibility requirements under the new contract, there are a few new questions on intake and birthing outcome forms for clients who are under age 18 that live with their biological or adoptive parents. These fields are required, and the system will not enroll a client or save a form unless you include this information. If these fields do not apply to your client (i.e. client is under 18 but does not live with her biological or adoptive parents, or is over 18), the fields will gray out and you do not need to enter them.
- The system is now capable of checking to see whether a client is already enrolled with another provider. **The check is based off of the client's social security number, so it is extremely important that you collect this information and enter it accurately.** If the system shows that a client is already enrolled elsewhere, and you think this information is incorrect or the client wants to switch providers, call me and we can figure things out from there.
- If you forget your password, you are now able to generate your own password reset from the login page.
- Clients are now assigned to employees, and employees will only be able to see client data for clients assigned to them. Individuals with accounts at the contractor and subcontractor level are able to see data for all clients assigned to employees or subcontractors below them, as well as reassign clients amongst their subcontractors and employees. If a client wishes to be reassigned to a different contractor, that must be done at the state level like it currently is.
- While many of the forms will look familiar, navigating to view forms will be a little different. I have attached instructions on this as well.
- Instead of the old IPCP where each service provided to a client had to be entered, you will have a monthly form comprised of Y/N questions. At the beginning of each month (once the new contract has started), you will enter a monthly form for each client for the previous month's services. For example, on January 1, 2017, I would create a new monthly form for client my client Tina Fey about services I provided her during **December 2016.**

Just a side note: ITSD is still working on reports, so these are not available to you at this time.

If you are awarded a new contract, this is the system you will be using from the start date of the contract. **Until the contract start date, you will still need to enter your normal data into the existing data system.** At some point in the future, the old system will be taken offline. This date is not set yet, but I will give you advanced warning when this occurs.

As with all new systems, there may be some bumps in the road as we make the change over. Please let me know if you find any bugs or issues so I can bring them to attention of ITSD. As always, you can always call me if you have questions.

Thanks,

Emily Kraft
Alternatives to Abortion Program Manager
Truman Building, Room 430
Jefferson City, MO 65102
Phone: (573) 522-0003